

Fig. 1

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PRODUCING DOCUMENT INFORMATION FOR PRINTING DOCUMENTS

STORING A PREFERRED DOCUMENT DELIVERY OPTION FOR EACH POTENTIAL DOCUMENT RECIPIENT

ACCEPTING REQUESTS TO PRINT SELECTED DOCUMENTS

DETERMINING WHETHER TO PROCESS A DOCUMENT FOR
ELECTRONIC OR NON-ELECTRONIC DELIVERY BASED UPON THE
DOCUMENT DELIVERY OPTION STORED FOR EACH DOCUMENT RECIPIENT

PRINTING DOCUMENTS ACCEPTED FOR PAPER DELIVERY

ELECTRONICALLY DELIVERING DOCUMENTS ACCEPTED FOR ELECTRONIC DELIVERY

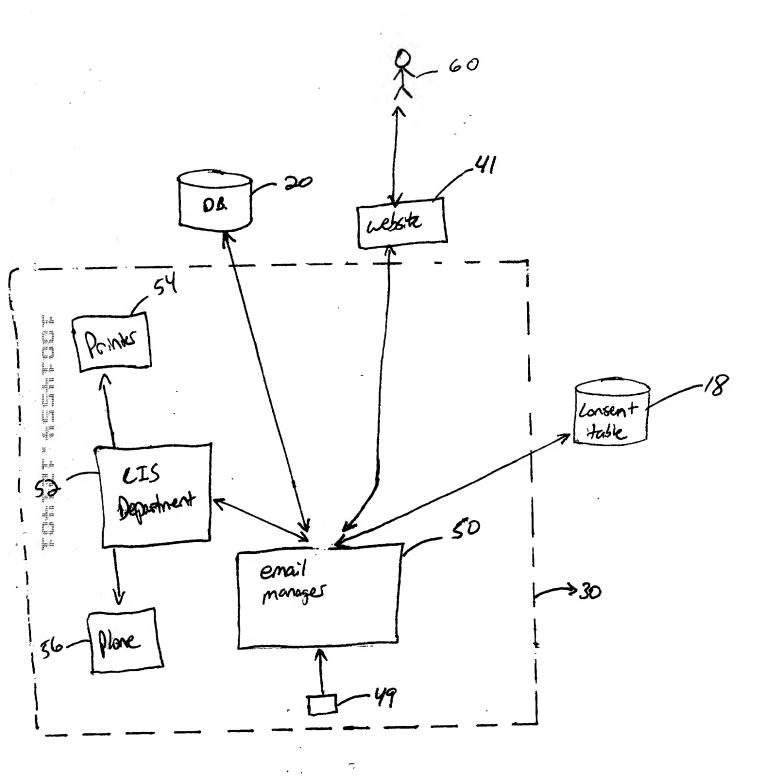


Fig. 3

RECEIVING A FAILED EMAIL NOTICE

304

CHANGING THE SELECTED DELIVERY OPTION FOR THE INTENDED RECIPIENT OF THE FAILED EMAIL SO THAT THE INTENDED RECIPIENT WILL NO LONGER RECEIVE DOCUMENTS ELECTRONICALLY

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EXTRACTING IDENTIFYING EMAIL DATA FIELDS FROM SAID FAILED EMAIL NOTICE AND RETRIEVING THE NAME AND ADDRESS DATA FIELDS BASED ON THE EXTRACTED DATA FIELDS.

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PROVIDING WRITTEN NOTICE TO THE INTENDED RECIPIENT

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PROVIDING INTERNET ACCESS FOR INTENDED RECIPIENTS TO CORRECT FAILED EMAIL ADDRESSES AND TO VIEW DOCUMENT DATA ON-LINE

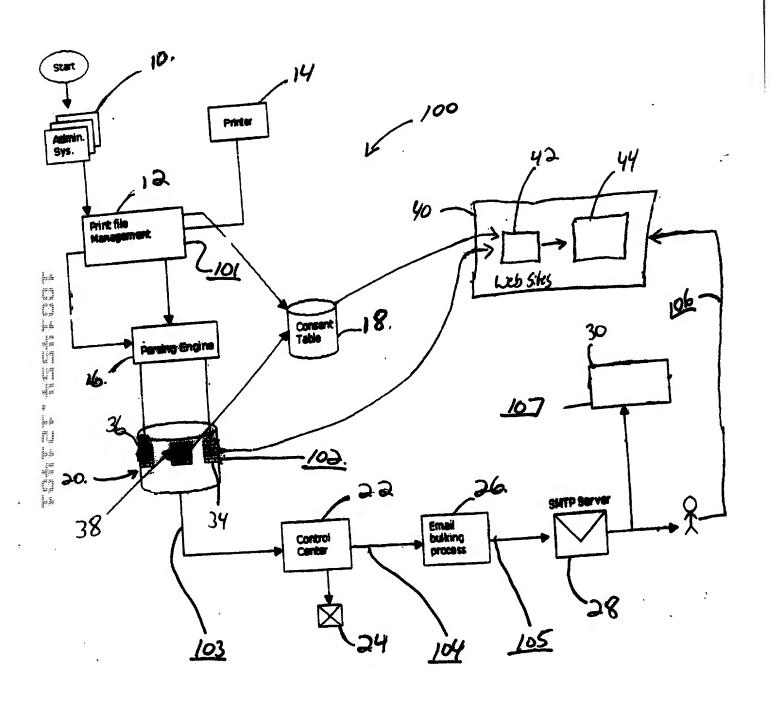


Fig. 5.